

Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(PART B)

Window for supervised period:

Wednesday 6 January 2021 – Wednesday 20
January 2021

Supervised hours: 8 hours plus your additional
time allowance.

SET TASK BRIEF

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SET TASK BRIEF

Rodri's is a restaurant in Bath. It employs 16 on – site staff plus two external contractors (an Accountant and IT Support).

The restaurant is open Tuesday to Sunday, 6.30 p.m. until 10.30 p.m. It is closed each Monday for stocktaking, deep cleaning and maintenance. The restaurant serves a variety of meals. The restaurant has seating for 60 customers at a time, a bar area, kitchen, administration office and maintenance room.

The staff use a manual system for ordering meals. The Server writes down what each customer has chosen and passes the information to the Host. The Host uses the information to prepare the customer's bill and also gives the information to the kitchen staff so they can prepare the food.

At the end of the evening the total takings are balanced against customer orders.

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The restaurant currently has a website that gives details of the restaurant and the menus. The Owner is responsible for the website.

Look at the flow chart for the Set Task Brief in the separate Data Book. The flow chart shows the staffing structure for Rodri's restaurant.

Further information about the staffing structure is given in the table on the following pages.

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TABLE

RODRI'S	
Location	Bath
<p>Number of on – site staff – 16</p> <p>Contractors – 2</p>	<p>Owner (1), Assistant Manager (1), Head Chef (1), Sous Chef (1), Cooks (3), Prep Cook (1), Host (1), Servers (3), Bar Staff (2), Maintenance (2)</p> <p>Accountant (1), IT Support (1)</p>
<p>STAFF INFORMATION</p>	<p>OWNER</p> <ul style="list-style-type: none"> • Hires staff and manages staff rotas • Manages payroll • Markets the restaurant • Manages and updates the website.

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Table. continued.

STAFF INFORMATION continued.	ASSISTANT MANAGER <ul style="list-style-type: none"> • Runs the restaurant when the owner is absent • Helps with staff rotas • Assists the Head Chef with creating menus • Prepares policies and procedures.
KITCHEN STAFF	HOST <ul style="list-style-type: none"> • Meets and greets customers • Records bookings • Records customer orders and passes to the kitchen • Calculates the bill and takes the customers' payments • Adds up the money taken at the end of each evening • Manages and trains new service staff.

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Table. continued.

<p>KITCHEN STAFF continued.</p>	<p>HEAD CHEF</p> <ul style="list-style-type: none"> • Creates menus with the Assistant Manager • Cooks meals • Keeps a record of the ingredients used and stocktakes • Buys supplies and ingredients • Manages and trains new kitchen staff. <p>SOUS CHEF</p> <ul style="list-style-type: none"> • Assists the Head Chef with meal preparation • Assists the Head Chef with stocktaking.
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Table. continued.

KITCHEN STAFF continued.	COOKS <ul style="list-style-type: none">• Cooks meals• Assist the Head Chef with stocktaking. PREP COOK <ul style="list-style-type: none">• Prepares the ingredients for the chefs• Washes and chops vegetables• Cleans the preparation areas.
SERVICE STAFF	SERVERS <ul style="list-style-type: none">• Take orders from customers at the table• Pass orders to the Host• Serve the meals to the customers.

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Table. continued.

<p>SERVICE STAFF continued.</p>	<p>BAR STAFF</p> <ul style="list-style-type: none"> • Prepare drinks for the customers • Record the stock used • Take payments from customers who order drinks at the bar • Add up the bar takings at the end of the evening. <p>MAINTENANCE</p> <ul style="list-style-type: none"> • Maintain and service the kitchen appliances • Maintain and service the bar and restaurant equipment • Order spare parts • Keep an inventory of all equipment and appliances.
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OFF – SITE CONTRACTORS	ACCOUNTANT <ul style="list-style-type: none"> • Prepares accounts and tax returns • Controls income and expenditure • Audits financial information. IT SUPPORT <ul style="list-style-type: none"> • Installs hardware • Installs software • Solves technical issues.
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The restaurant premises include:

ADMINISTRATION OFFICE

- **Owner – 1 dedicated computer**
- **Assistant Manager – 1 dedicated computer**
- **Bar Staff/Head Chef/Host – 1 shared laptop**

The Owner and Assistant Manager use the office for administration, financial tasks and meetings with the Accountant.

The Bar Staff, Head Chef and Host occasionally use the laptop to update stock records and place orders online.

KITCHEN

The Head Chef, Sous Chef, Cooks and Prep Cook use this area for the preparation and cooking of all meals.

RESTAURANT AND BAR AREA

The Host, Servers and Bar Staff work in this area to make sure that customers are looked after professionally.

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MAINTENANCE ROOM

Maintenance – 1 shared computer between the two members of staff.

The maintenance staff are based in the room where the file server is. The room is accessed with a key that does not provide much security.

The restaurant IT systems are old and outdated. They need to be updated or new equipment purchased so that it has an efficient IT system to store and manage its information and data requirements.

In the future Rodri's is looking to improve systems by providing:

- **an updated website to include online restaurant bookings**
 - **technology for customers to order their meals from their tables**
 - **installation of a digital menu board.**
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